

# Inspection Report

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| <b>Name of Service:</b>    | <b>Bond Search &amp; Selection Ltd</b> |
| <b>Provider:</b>           | <b>Bond Search &amp; Selection Ltd</b> |
| <b>Date of Inspection:</b> | <b>22 October 2025</b>                 |

Information on legislation and standards underpinning inspections can be found on our website <https://www.rqia.org.uk/>

## 1.0 Service information

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| <b>Organisation/Registered Provider:</b>                                                                                            | Bond Search & Selection Ltd |
| <b>Responsible Individual/Responsible Person:</b>                                                                                   | Mr Jonathan Sinclair        |
| <b>Registered Manager:</b>                                                                                                          | Ms Mary Bailie (Acting)     |
| <b>Service Profile:</b> Bond Search and Selection Ltd is a nursing agency which currently supplies nurses to a range of care homes. |                             |

## 2.0 Inspection summary

An announced inspection took place on 22 October 2025, between 9.30 am and 1.15 pm by a care Inspector.

The inspection was undertaken to evidence how the agency is performing in relation to the regulations and standards; and to assess progress with the areas for improvement identified, by RQIA, during the last care inspection on 20 November 2024; and to determine if the agency is delivering safe, effective and compassionate care and if the service is well led.

The inspection found that the nurses provided safe, effective and compassionate care in the settings they were supplied to work in and that the agency was well led. Details and examples of the inspection findings can be found in the main body of the report.

Service users said that they were very satisfied with the standard of nurses supplied.

As a result of this inspection the previous area for improvement was assessed as having been addressed by the provider and no new areas for improvement were identified. Details can be found in the main body of this report.

### 3.0 The inspection

#### 3.1 How we Inspect

RQIA's inspections form part of our ongoing assessment of the quality of services. Our reports reflect how the agency was performing against the regulations and standards, at the time of our inspection, highlighting both good practice and any areas for improvement. It is the responsibility of the provider to ensure compliance with legislation, standards and best practice, and to address any deficits identified during our inspections.

To prepare for this inspection we reviewed information held by RQIA about this agency. This included the previous Quality Improvement Plan issued, registration information, and any other written or verbal information received from service users or nurses.

Throughout the inspection process inspectors seek the views of the service users, who use the nurses supplied by the agency; and review/examine a sample of records to evidence how the agency is performing in relation to the regulations and standards.

#### 3.2 What people told us about the service

Services users told us that the quality and standard of the nurses provided by the agency was 'excellent'. The nurses were described as being 'brilliant', 'punctual', 'reliable', 'professional' 'very skilled', 'hard working', 'knowledgeable', 'very competent', 'very efficient'; and that they have experienced 'high quality delivery of care' from the nurses. Service users described how the agency is good at organising their requests to have the same nurse back for repeated shifts. They also stated that the nurses supplied 'consistently followed NMC guidance as well as (the) company's internal policies and procedures'.

Service users told us that Bond Search and Selection Ltd. is 'an excellent agency to deal with and all the staff are of great quality'. Responses indicated that any issues raised are dealt with quickly and that the agency always updates them with an outcome.

#### 3.3 Inspection findings

##### 3.3.1 Staffing Arrangements (recruitment and selection, induction and training)

Safe staffing begins at the point of recruitment and continues through to staff induction, regular training and continued supervision and support.

Review of the agency's staff recruitment records confirmed that all pre-employment checks, including criminal record checks (AccessNI), were completed and verified before nurses were supplied.

A review of the records confirmed that all registered nurses were appropriately registered with the Nursing and Midwifery Council (NMC). Information regarding registration details, renewal and revalidation dates was monitored by the manager; this system was reviewed and found to be in compliance with regulations and standards.

The nurses were interviewed prior to employment. Following which, they completed an Induction. It was good to note that the nurses could not take any shifts until the Induction process had been completed. The nurses' clinical experience and skills were ascertained as part of the recruitment process; this ensured they were supplied into settings which matched their area of expertise.

The nurses had completed training appropriate to the requirements of the settings in which they were placed. Advice was given in relation to the need for the nurses to complete training in relation to dementia and falls prevention. The manager agreed to add these training elements to the agency's mandatory training requirements.

Compliance with mandatory training requirements was overseen by the manager. The electronic records management system ensured that nurses were not permitted to take shifts if any of their mandatory training courses had not been completed. This system similarly prevented the nurses from taking any shifts, if they were not compliant with the agency's policy on supervisions or appraisals. This is good practice.

There was also a system in place to manage nurses who were registered with the agency but who had not actively worked for the agency in six months. These nurses would be deemed to be 'inactive'; and they would not be permitted to take any shifts until they completed any outstanding training requirements.

### 3.3.2 Quality of Management Systems

There has been no change in the management of the agency since the last inspection. Mrs Mary Bailie has been the manager in this agency since 10 February 2025; and she is also the registered manager of another registered nursing agency; and a registered domiciliary care agency.

As described in section 3.2, the feedback received from service users, indicated that the agency was very well led.

Review of a sample of records evidenced that a robust system for reviewing the quality of care and staff practices was in place; this included monthly quality monitoring reports and an annual quality review report. Both reports were completed in detail. The manager was signposted to the RQIA template for monthly quality monitoring, to ensure the Provider's report captures everything within the RQIA template.

Complaints were managed appropriately and an area for improvement previously identified in this regard was addressed by the Provider. Complaints were reviewed on a regular basis and where trends were identified, measures were put in place to address the matter.

It was good to note the manager liaised with the Nursing and Midwifery Council (NMC) in relation to any concerns arising around the nurses' practice.

There was a system in place to ensure that nurses did not book shifts directly with the service users, without the agency being informed. There was also a system in place for the agency to receive feedback on the standard of the nurses supplied, after every completed shift. Where any issues are raised, these are relayed immediately to the manager for review and action as appropriate.

Agencies are required to have a person known as the Adult Safeguarding Champion (ASC), who has responsibility for implementing the regional protocol and the agency's adult safeguarding policy. The manager was identified as the appointed ASC for the agency. The annual safeguarding position report had been completed.

There was evidence that the agency responded to any concerns, raised with them or by their processes, and took measures to improve practice and/or the quality of services provided by the agency, as necessary.

#### **4.0 Quality Improvement Plan/Areas for Improvement**

This inspection resulted in no areas for improvement being identified. Findings of the inspection were discussed with Mrs Mary Bailie, Manager, as part of the inspection process and can be found in the main body of the report.



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